

BEHAVIOUR MANAGEMENT POLICY & PROCEDURES

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Setting Name:	Clwb Carco
Legal & Governance Body:	Charitable Incorporated Organisation (CIO) Board of Trustees
Lead Responsible Individual:	Person in Charge (Club Manager) / Deputy Person in Charge
Provision:	After School Play Provision (Ages 3–11)
Date Adopted:	October 2026
Planned Review Date:	October 2027

CLWB CARCO: BEHAVIOUR MANAGEMENT POLICY & PROCEDURES

PART 1: POLICY

1.0 Overview & Statement of Intent

At Clwb Carco, all children have a fundamental right to play, relax, and enjoy activities in a safe, welcoming, and stimulating environment, in line with Article 31 of the UN Convention on the Rights of the Child (UNCRC).

We believe that children have a right to feel safe, secure, and valued. We operate strictly as an out-of-school play-based setting, distinct from the formal school environment. Instead, we promote an atmosphere of mutual respect, open communication, positive role modelling, and playwork-led de-escalation.

Good behaviour will always be praised and encouraged. The following behaviours will not be tolerated at Clwb Carco:

- Bullying, harassment, or intimidation (refer to Anti-Bullying Policy).
- Discrimination, extremism, or hate speech.
- Physical violence, aggression, or deliberate injury to others (including biting).
- Behaviour that consistently compromises the physical or mental health, safety, and well-being of others.
- Verbal or physical abuse, aggression, or harassment directed at staff by children or parents/carers.

2.0 Aims and Values

Clwb Carco works in active partnership with parents/carers, considering each child's age, stage of development, and individual needs. We recognise that home, school, and play club environments differ, and we aim to provide consistent, developmentally appropriate guidance through:

- **Respect:** Encouraging children to respect themselves, peers, staff, and the physical club environment and equipment. Children help establish simple, agreed ground rules/agreements for the club.
- **Understanding & Compassion:** Helping children understand different views, build empathy, and express their feelings constructively rather than resorting to unacceptable behaviour.
- **Responsibility:** Supporting children to make positive choices and understand the natural outcomes of their actions.
- **Fairness & Equality:** Valuing every child’s uniqueness, encouraging sharing, and accommodating individual needs.
- **Positive Reinforcement:** Focusing heavily on praise, verbal encouragement, and highlighting thoughtful acts to build self-esteem

3.0 Lead Responsibility

Overall responsibility for managing behaviour issues, staff support, and parent liaisons within Clwb Carco is delegated to the Person in Charge (Club Manager), and to the Deputy Person in Charge in their absence.

PART 2: PROCEDURES

1.0 Supporting Behavioural Strategies & Daily Practice

Playworkers intervene in a calm, clear, non-confrontational, and positive manner. Staff support children on a daily basis through:

- **Role Modelling:** Staff model gentle, polite, and considerate behaviour at all times.
- **Environment Assessment:** Staff continuously monitor and assess the play environment to ensure space, noise, or resources are not creating unnecessary stress or triggers for dysregulation.
- **Language Use:** Staff label the behaviour, not the child (e.g., saying 'It's not safe when sand is thrown' rather than 'You are being naughty').
- **Equipment & Care:** Staff encourage care of resources by modelling careful handling and involving children in tidy-up times without making it a punishment.

2.0 Low-Level Incident De-escalation

When minor misbehaviour occurs (e.g., shouting indoors, snatching, refusal to share), staff respond with low-key strategies:

- **1. Positive Reminders:** Using positive statements (e.g., 'Please remember to walk inside so we stay safe').
- **2. Choice & Explanation:** Explaining concerns clearly and giving the child a choice.
- **3. Space & Time:** Allowing the child time and space away from a busy activity to self-regulate.
- **4. Restorative Discussion:** Once the child is calm, discussing what happened confidentially and helping them resolve conflict with their peers.

3.0 Anti-Bullying Procedures

Bullying is repeated physical, verbal, or emotional behaviour that intentionally makes someone feel unsafe or threatened.

- Any instance or allegation of bullying will be taken seriously and addressed immediately by staff.
- Playworkers will intervene promptly, support the target, and guide the child displaying bullying behaviour toward positive resolution.
- All incidents of bullying will be recorded confidentially and discussed in detail with the parents/carers of all children involved.

4.0 Physical Intervention & Safeguards

- **No Team Teach Application:** Even if individual staff members hold formal physical restraint qualifications (such as Team Teach) from school or prior employment, physical restraint protocols are NOT practiced as standard behaviour management at Clwb Carco.
- **Strict Safety Exception:** Staff MUST NOT use physical intervention unless it is strictly necessary to prevent immediate personal injury to the child, other children, or staff, or to prevent catastrophic damage to property.
- **Action Required:** If an emergency intervention occurs, it will involve only the minimum force necessary to maintain safety. The incident must be recorded in the Health & Safety Incident Book on the same day, logged on a Behaviour Incident Form, and reported to the parent/carer upon pickup.

- **De-escalation First:** Where physical restraint is not safe or appropriate, staff will move all other children safely away from the situation, engaging them in a fun activity elsewhere so they do not feel penalized.

5.0 Staged Management of Persistent & Challenging Behaviour

Where a child repeatedly displays disruptive or unsafe behaviour, Clwb Carco follows a clear, fair, and documented escalation procedure:

Stage 1: Documentation & Parent Dialogue - Staff record details of serious or repeated dysregulation on a confidential Behaviour Incident Form. The Person in Charge discusses the incident with the parent/carer on the day it occurs to explore potential underlying triggers.

Stage 2: Parent Meeting & Behaviour Action Plan - If behaviour does not improve, the Person in Charge invites the parents/carers to a formal meeting. Together, they will agree on an individual Behaviour Support Action Plan outlining consistent strategies to help the child manage their actions. This plan is reviewed periodically.

Stage 3: Formal Written Warning - If unacceptable behaviour persists despite the action plan, the Person in Charge will issue a formal written warning letter to the parents/carers. The letter will outline the ongoing concerns and state clearly that continued disruption or safety risks may result in temporary suspension or permanent exclusion.

Stage 4: Suspensions and Exclusions (Last Resort) - Suspensions and exclusions are viewed strictly as a last resort when all other support strategies have failed, or where the safety of children and staff is compromised:

- **Temporary Suspension:** The Person in Charge (in consultation with the Registered Person) may suspend a child for a set period to allow time to review safety arrangements or action plans.
- **Immediate Exclusion:** In the event of an extraordinarily severe incident (e.g. serious physical attack), the Person in Charge reserves the right to suspend the child with immediate effect. Parents/carers will be contacted to collect the child immediately.
- **Permanent Exclusion:** If behaviour remains unmanageable and unsafe despite all reasonable adjustments, the child's place will be permanently withdrawn.
- **Return Conditions:** Before a child returns from a suspension, a reintegration meeting will take place with the parents/carers, child, and Club Manager to establish conditions for return.
- **Appeals:** Parents/carers have the right to appeal any suspension or exclusion decision using the Clwb Carco Complaints Policy and Procedure.

6.0 Policy Review & CIW Notification

This policy is kept under continuous review and formally authorized annually. Any revisions to this policy or procedure will be notified to parents/carers and Care Inspectorate Wales (CIW) within 28 days of implementation.